

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: Colorado

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Process for Investigations of Complaints and Monitoring

The State has in effect the following process for investigating complaint of violations of requirements by nursing facilities and monitors on-site on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c) and (d) for the following reasons:

- (i) The facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance.
- (ii) the facility was previously found not be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

If a complaint is received on a facility, it is prioritized and investigated accordingly:

- 1. Life-threatening requires an immediate response, a site visit within 48 hours.
- 2. Serious (but not Life-threatening) Severe & Urgent requires an investigation within 7 working days.
- 3. Routine requires an investigation within 45 working days.

Complaint investigations are unannounced and can take place any time of the day or night, including weekends. An on-site visit is conducted and a survey is done to try to validate the allegations. If violations of the State and/or Federal Regulations occur, a Deficiency List is issued to the facility and they must submit and acceptable plan of correction within 10 days.

If it is warranted, a revisit is made to the facility to determine if their plan of correction has been implemented and the deficiencies corrected.

Monitoring occurs when a facility continues to have complaints lodged against them which can be validated. They show a pattern or history of poor care and we have a concern for the welfare of the patients and feel that the facility needs to be watched closely to insure that conditions do not deteriorate to the detriment of the residents. The Department Health, Health Facilities Division monitors, daily, weekly, monthly, or as needed, depending on the nature of the violations or problems.

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